



FIRST THINGS FIRST

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AGENDA ITEM: First Read on Quality First Policy for Publicly Posted Star Ratings

BACKGROUND: The high stakes nature of Quality First Star Ratings requires the development of policies and procedures to formalize the processes that First Things First, Quality First grantee partners, and participating providers use to ensure viable communication and resolutions ensuring effective use of Quality First resources. In the development of the policy for publically posting Quality First star ratings, 18 states were contacted regarding their policy for publicly posting a program's rating during an appeals process. First Things First received responses from 12 of the 18 states that were contacted. Eight of the 12 states that responded maintain the posting of a program's rating during an appeals process. This data informed the development of the Quality First policy.

RECOMMENDATION: The CEO recommends review and approval of these policies.



PUBLICLY POSTED STAR RATINGS

Star Rating Appeals

Quality First star ratings that are publically posted on the Quality First website will remain publically posted during the appeals process with a caption that designates "Pending Review." If a Quality First program's rating changes as a result of the appeals process, the program's publicly posted star rating will be changed upon completion of the appeal.

Not in Good Standing Regulatory Status

Programs enrolled in Quality First must be in "good standing" with their regulating agency.

1. If a Quality First program moves into enforcement action determined by the Department of Health Services, Bureau of Child Care Licensing, or other regulatory agency, their publicly posted star rating will be removed from the Quality First website. Upon return to good standing with the regulatory agency, the star rating will be publicly posted on the Quality First website.
2. If a Quality First family child care program moves into probation with the Department of Economic Security, their publicly posted star rating will be removed from the Quality First website. Upon return to good standing with the regulatory agency, the star rating will be publicly posted on the Quality First website.